

## 2014 Federal Employee Viewpoint Survey

### USTDA Results

Based on the Office of Personnel Management's (OPM) comparative results of the 2014 Federal Employee Viewpoint Survey (FEVS), the U.S. Trade and Development Agency (USTDA) is once again a top performer among small and independent agencies. USTDA results, aggregated by indices, were significantly more positive than other comparable agencies in all categories, as summarized below:

	USTDA	All Small Agencies
• Employee Engagement Index - Percent Positive	89%	65%
• Leaders Lead - Percent Positive	87%	52%
• Supervisors - Percent Positive	91%	74%
• Intrinsic Work Experience - Percent Positive	89%	69%
• Global Satisfaction Index - Percent Positive	84%	59%

The overall USTDA response rate to the 2014 FEVS increased to 85%, nearly double the government-wide rate of 46%. Notably, 76% of the non-work/life specific questions showed an increase in positive responses from 2013 to 2014. Six questions received 100% positive scores - #7 - "When needed I am willing to put in the extra effort to get a job done," #8 - "I am constantly looking for ways to do my job better," #12 - "I know how my work relates to the agency's goals and priorities," #28 - "How would you rate the overall quality of work done by your work unit," #38 - "Prohibited Personnel Practices are not tolerated," and #39 - "My agency is successful at accomplishing its mission."

More than 15 questions registered double-digit increases in positive responses. Significantly, these improvements were noted in key questions dealing with employee recognition, personal empowerment, leadership and diversity, including #11 - "My talents are used well in the workplace," #24 - "In my work unit, differences in performance are recognized in a meaningful way," #25 - "Awards in my work unit depend on how well employees perform their jobs," #33 - "Pay raises depend on how well employees perform their jobs," #45 - "My supervisor is committed to a workforce representative of all segments of society," and #66 - "How satisfied are you with the policies and practices of your senior leaders?"

Questions related to work/life programs also noted improvement, with 100% positive employee response to the following questions: #81 - "How satisfied are you with the agency's Health and Wellness Programs," and #82 - "How satisfied are you with the agency's Employee Assistance Program (EAP)?"

**U.S. TRADE AND DEVELOPMENT AGENCY  
2014 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*1. I am given a real opportunity to improve my skills in my organization.	N		17	13	1	3	0	34	NA
	%	88.86	51.04	37.83	2.84	8.29	0.00	100.00	
2. I have enough information to do my job well.	N		16	14	2	2	0	34	NA
	%	89.24	48.10	41.13	5.73	5.03	0.00	100.00	
3. I feel encouraged to come up with new and better ways of doing things.	N		18	8	5	3	0	34	NA
	%	77.23	53.06	24.17	14.85	7.92	0.00	100.00	
*4. My work gives me a feeling of personal accomplishment.	N		20	11	3	0	0	34	NA
	%	91.85	59.00	32.85	8.15	0.00	0.00	100.00	
*5. I like the kind of work I do.	N		19	13	2	0	0	34	NA
	%	94.74	55.91	38.83	5.26	0.00	0.00	100.00	
6. I know what is expected of me on the job.	N		14	18	2	0	0	34	NA
	%	94.43	42.07	52.36	5.57	0.00	0.00	100.00	
7. When needed I am willing to put in the extra effort to get a job done.	N		28	6	0	0	0	34	NA
	%	100.00	82.64	17.36	0.00	0.00	0.00	100.00	
8. I am constantly looking for ways to do my job better.	N		22	12	0	0	0	34	NA
	%	100.00	65.88	34.12	0.00	0.00	0.00	100.00	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		7	12	8	7	0	34	0
	%	56.35	21.98	34.37	23.30	20.35	0.00	100.00	
*10. My workload is reasonable.	N		9	11	3	9	2	34	0
	%	59.58	27.90	31.67	8.54	26.00	5.88	100.00	
*11. My talents are used well in the workplace.	N		12	16	3	2	1	34	0
	%	81.66	35.02	46.65	9.07	6.37	2.89	100.00	
*12. I know how my work relates to the agency's goals and priorities.	N		24	10	0	0	0	34	0
	%	100.00	69.26	30.74	0.00	0.00	0.00	100.00	

Survey Administration Period: May 6, 2014 to June 13, 2014

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\* AES prescribed items

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Sample or Census: Census

Number of surveys completed: 34

Number of surveys administered: 40

Response Rate: 85.0%

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*13. The work I do is important.	N		18	14	2	0	0	34	0
	%	94.60	52.37	42.23	5.40	0.00	0.00	100.00	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		18	14	1	1	0	34	0
	%	94.37	53.67	40.70	2.81	2.81	0.00	100.00	
*15. My performance appraisal is a fair reflection of my performance.	N		20	13	0	1	0	34	0
	%	97.25	59.93	37.33	0.00	2.75	0.00	100.00	
16. I am held accountable for achieving results.	N		16	15	2	0	0	33	0
	%	93.24	47.94	45.30	6.76	0.00	0.00	100.00	
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		19	12	1	0	0	32	2
	%	96.32	58.71	37.61	3.68	0.00	0.00	100.00	
*18. My training needs are assessed.	N		13	11	5	3	2	34	0
	%	71.37	39.87	31.50	14.45	8.60	5.57	100.00	
*19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	N		17	9	3	2	0	31	3
	%	83.90	56.29	27.61	10.04	6.06	0.00	100.00	
*20. The people I work with cooperate to get the job done.	N		20	12	1	1	0	34	NA
	%	93.77	59.73	34.04	3.48	2.75	0.00	100.00	
*21. My work unit is able to recruit people with the right skills.	N		15	13	3	2	0	33	1
	%	85.12	45.48	39.64	9.13	5.75	0.00	100.00	
*22. Promotions in my work unit are based on merit.	N		18	10	3	1	0	32	2
	%	87.37	57.05	30.32	9.54	3.09	0.00	100.00	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		10	9	6	0	0	25	9
	%	76.11	39.64	36.47	23.89	0.00	0.00	100.00	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		9	11	5	2	1	28	6
	%	72.06	32.76	39.30	17.63	6.94	3.37	100.00	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
25. Awards in my work unit depend on how well employees perform their jobs.	N		10	11	4	0	1	26	8
	%	81.30	40.08	41.22	15.02	0.00	3.68	100.00	
26. Employees in my work unit share job knowledge with each other.	N		23	10	0	1	0	34	0
	%	97.01	68.34	28.67	0.00	2.99	0.00	100.00	
27. The skill level in my work unit has improved in the past year.	N		14	12	4	1	0	31	3
	%	84.24	45.02	39.21	12.66	3.10	0.00	100.00	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
28. How would you rate the overall quality of work done by your work unit?	N		30	4	0	0	0	34	NA
	%	100.00	88.50	11.50	0.00	0.00	0.00	100.00	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		18	14	2	0	0	34	0
	%	93.63	53.59	40.03	6.37	0.00	0.00	100.00	
*30. Employees have a feeling of personal empowerment with respect to work processes.	N		17	8	4	4	1	34	0
	%	74.74	50.56	24.18	11.56	10.81	2.89	100.00	
31. Employees are recognized for providing high quality products and services.	N		16	13	4	0	1	34	0
	%	86.07	48.06	38.01	11.04	0.00	2.89	100.00	
*32. Creativity and innovation are rewarded.	N		17	9	5	1	0	32	2
	%	81.32	54.15	27.17	15.60	3.08	0.00	100.00	
*33. Pay raises depend on how well employees perform their jobs.	N		8	10	3	1	0	22	12
	%	83.01	37.34	45.67	12.58	4.41	0.00	100.00	

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34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		14	16	4	0	0	34	0
	%	88.73	41.29	47.44	11.27	0.00	0.00	100.00	
*35. Employees are protected from health and safety hazards on the job.	N		16	16	1	0	0	33	1
	%	97.25	49.58	47.67	2.75	0.00	0.00	100.00	
*36. My organization has prepared employees for potential security threats.	N		14	15	3	0	0	32	2
	%	90.94	44.85	46.09	9.06	0.00	0.00	100.00	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		16	9	2	3	0	30	2
	%	84.69	54.69	30.00	6.20	9.11	0.00	100.00	
38. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	N		22	9	0	0	0	31	3
	%	100.00	70.84	29.16	0.00	0.00	0.00	100.00	
39. My agency is successful at accomplishing its mission.	N		24	8	1	0	0	33	0
	%	97.42	73.75	23.67	2.58	0.00	0.00	100.00	
40. I recommend my organization as a good place to work.	N		19	12	2	1	0	34	NA
	%	91.85	56.23	35.62	5.64	2.51	0.00	100.00	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		19	8	3	2	0	32	2
	%	84.46	58.19	26.27	9.44	6.10	0.00	100.00	
*42. My supervisor supports my need to balance work and other life issues.	N		17	10	4	2	0	33	0
	%	82.77	52.20	30.58	11.38	5.85	0.00	100.00	
43. My supervisor provides me with opportunities to demonstrate my leadership skills.	N		16	13	3	2	0	34	0
	%	84.96	46.39	38.57	9.04	6.00	0.00	100.00	
*44. Discussions with my supervisor about my performance are worthwhile.	N		15	13	5	0	0	33	0
	%	84.48	45.01	39.47	15.52	0.00	0.00	100.00	

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45. My supervisor is committed to a workforce representative of all segments of society.	N		13	15	3	0	0	31	3
	%	91.18	42.55	48.63	8.82	0.00	0.00	100.00	
46. My supervisor provides me with constructive suggestions to improve my job performance.	N		16	13	4	1	0	34	0
	%	85.56	47.36	38.20	11.55	2.89	0.00	100.00	
*47. Supervisors in my work unit support employee development.	N		17	12	2	2	0	33	1
	%	88.64	51.86	36.78	5.76	5.60	0.00	100.00	
48. My supervisor listens to what I have to say.	N		21	11	2	0	0	34	NA
	%	93.77	61.50	32.27	6.23	0.00	0.00	100.00	
49. My supervisor treats me with respect.	N		20	10	3	0	0	33	NA
	%	91.02	60.44	30.57	8.98	0.00	0.00	100.00	
50. In the last six months, my supervisor has talked with me about my performance.	N		17	16	1	0	0	34	NA
	%	96.52	49.51	47.00	3.48	0.00	0.00	100.00	
*51. I have trust and confidence in my supervisor.	N		17	13	2	1	1	34	NA
	%	88.45	49.38	39.06	5.56	2.51	3.48	100.00	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
*52. Overall, how good a job do you feel is being done by your immediate supervisor?	N		17	14	2	1	0	34	NA
	%	91.20	51.21	39.99	5.32	3.48	0.00	100.00	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	N		15	12	4	3	0	34	0
	%	80.88	44.58	36.30	11.04	8.08	0.00	100.00	
54. My organization's senior leaders maintain high standards of honesty and integrity.	N		19	10	3	1	0	33	1
	%	88.67	58.51	30.17	8.75	2.58	0.00	100.00	
*55. Supervisors work well with employees of different backgrounds.	N		15	19	0	0	0	34	0
	%	100.00	44.79	55.21	0.00	0.00	0.00	100.00	
*56. Managers communicate the goals and priorities of the organization.	N		17	16	1	0	0	34	0
	%	97.11	49.08	48.03	2.89	0.00	0.00	100.00	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		18	14	1	0	0	33	1
	%	97.01	54.56	42.45	2.99	0.00	0.00	100.00	
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		16	12	3	1	0	32	1
	%	88.14	50.52	37.62	8.78	3.09	0.00	100.00	
59. Managers support collaboration across work units to accomplish work objectives.	N		15	14	3	2	0	34	0
	%	85.10	44.62	40.48	9.12	5.78	0.00	100.00	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	N		17	11	6	0	0	34	0
	%	82.96	50.88	32.08	17.04	0.00	0.00	100.00	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		19	10	4	1	0	34	0
	%	86.07	56.41	29.66	11.04	2.89	0.00	100.00	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
62. Senior leaders demonstrate support for Work/Life programs.	N		10	12	5	6	1	34	0
	%	66.27	30.78	35.50	14.98	16.07	2.68	100.00	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that affect your work?	N		15	13	3	3	0	34	NA
	%	82.70	43.36	39.34	8.41	8.89	0.00	100.00	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		16	15	1	2	0	34	NA
	%	91.75	47.88	43.87	2.84	5.40	0.00	100.00	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		16	12	4	1	1	34	NA
	%	82.82	47.39	35.43	11.77	2.51	2.89	100.00	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		15	13	3	3	0	34	NA
	%	83.25	45.07	38.18	8.46	8.29	0.00	100.00	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		11	7	8	5	3	34	NA
	%	54.70	33.55	21.15	23.27	13.74	8.29	100.00	
*68. How satisfied are you with the training you receive for your present job?	N		16	7	6	5	0	34	NA
	%	70.10	48.10	21.99	16.42	13.49	0.00	100.00	
*69. Considering everything, how satisfied are you with your job?	N		17	12	3	2	0	34	NA
	%	85.37	49.57	35.80	9.22	5.40	0.00	100.00	
*70. Considering everything, how satisfied are you with your pay?	N		11	13	7	3	0	34	NA
	%	70.97	33.07	37.90	21.28	7.75	0.00	100.00	
71. Considering everything, how satisfied are you with your organization?	N		16	13	3	2	0	34	NA
	%	85.87	46.31	39.56	8.73	5.40	0.00	100.00	

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72. Have you been notified whether or not you are eligible to telework?	N	%
Yes, I was notified that I was eligible to telework.	33	97.25
Yes, I was notified that I was not eligible to telework.	0	0.00
No, I was not notified of my telework eligibility.	1	2.75
Not sure if I was notified of my telework eligibility.	0	0.00
Total	34	100.00

73. Please select the response below that BEST describes your current teleworking situation.	N	%
I telework 3 or more days per week.	1	2.99
I telework 1 or 2 days per week.	0	0.00
I telework, but no more than 1 or 2 days per month.	5	14.10
I telework very infrequently, on an unscheduled or short-term basis.	25	74.37
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	0	0.00
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	0	0.00
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.	1	2.75
I do not telework because I choose not to telework.	2	5.79
Total	34	100.00

74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)	N	%
Yes	0	0.00
No	6	18.61
Not available to me	28	81.39
Total	34	100.00

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# U.S. TRADE AND DEVELOPMENT AGENCY 2014 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)		N	%
Yes		5	15.95
No		18	52.72
Not available to me		11	31.32
Total		34	100.00

  

76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)		N	%
Yes		4	12.11
No		21	61.96
Not available to me		9	25.92
Total		34	100.00

  

77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)		N	%
Yes		0	0.00
No		16	46.88
Not available to me		18	53.12
Total		34	100.00

  

78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)		N	%
Yes		0	0.00
No		16	47.84
Not available to me		18	52.16
Total		34	100.00

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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N		6	11	7	4	2	30	1
	%	57.92	21.09	36.83	22.92	13.30	5.86	100.00	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		0	0	0	0	0	0	0
	%	---	---	---	---	---	---	---	
81. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	N		1	3	0	0	0	4	1
	%	100.00	22.63	77.37	0.00	0.00	0.00	100.00	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		2	0	0	0	0	2	2
	%	100.00	100.00	0.00	0.00	0.00	0.00	100.00	
83. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	N		0	0	0	0	0	0	0
	%	---	---	---	---	---	---	---	
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N		0	0	0	0	0	0	0
	%	---	---	---	---	---	---	---	

Survey Administration Period: May 6, 2014 to June 13, 2014

The work/life satisfaction results only include employees who indicated that they participated in the program.

Percentages are weighted to represent the Agency's population.

\*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census

Number of surveys completed: 34

Number of surveys administered: 40

Response Rate: 85.0%